DATAHEALTH® Portal Log-in Instructions

1. **Go to https://myportal.datahealth.com**

2. **Enter username and password. Both are case sensitive.**
   a. Username can be found on your invoice (aka: account userid) or on billing emails from DataHEALTH. The username on billing emails is found in the greeting line (ex: Dear (username),)
   b. If you don't know your password, you can request a password reset. Upon requesting a password reset, an email will be sent to the primary user email address on file. If you don't receive the password reset email, call DataHEALTH Customer Service (888-656-3282 option 4.) We will generate a password reset for you.

3. **If it's your first time logging in to the portal,** you will be prompted to accept the EULA (End User License Agreement.) Once accepted you can access account information.

4. **Once logged in, click on one of the blue buttons to enter the portal, portal functions include:**
   a. Details Tab:
      i) Update Address
   b. Contacts Tab:
      i) View and update current authorized contacts
      ii) Add new authorized contacts
      iii) NOTE: if you want your employee or IT personnel to be able to make changes to your backup selections, check the "Authorized to Modify Data" box. If you (the principal, primary contact or business owner) want to approve all modifications, do not select the box.
   c. Backup Sets Tab:
      i) View the backup sets, billable storage size, and quickly view the success of those backup sets.
   d. Backup Sessions Tab:
      i) View detailed backup information. For more detailed instruction, see: https://datahealth.com/PDF/DataHEALTH_Instructions_to_Review_Backup_Logs.pdf?v=2.0
   e. Users Tab:
      i) The name of the principal, business owner or primary contact should be listed here.
      ii) Click on the name shown in blue font for more information.
         a) Under the Notification Subscriptions tab you can modify your alert selections or update the email address where your alert notifications should go.
   f. Billing, Invoices and Transaction Summary Tabs all contain billing and invoice information.
      i) Billing: Update auto-payment information
      ii) Invoices: Process payment on account
      iii) Transaction Summary: see transactions in chronological order.
   g. Support Tab: You can view any open support tickets.